



COMMONWEALTH of VIRGINIA

**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
600 East Broad Street, Suite 1300
Richmond, VA 23219**

September 30, 2008

ADDENDUM No. 3 TO VENDORS:

Reference Request for Proposal: RFP 2008-02

Dated: August 13, 2008

Due: November 14, 2008

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFP. Please incorporate as necessary.

Page 2-7 §2.1.14 Evaluation Factors, Table 2.1.14: Must Have Factors ii):

DELETE – Delete all references to Appendix C. (see below).

- ii) The extent to which the Offeror's proposal meets the requirements identified in Sections 2, 4 and Appendices A, ~~C~~, and E, or Sections 2, 5 and Appendices A, ~~C~~, and F, or Sections 2, 6 and Appendices A, ~~C~~, and G;

Page 2-9 §2.1.18 Requirement Matrices,:

DELETE – Delete last two sentences of second paragraph (see below).

Each Offeror's response will be reviewed and compared independently against the requirements of the RFP, in order to determine the best solution for meeting DMAS' requirements. Except as noted, all questions and Offeror responses will apply to any user (Offeror's employee or agent) of a potential resulting contract. ~~All questions should be answered in the order they are posed. Offerors are requested to copy the actual question, and question number, at the beginning of their responses in order to facilitate ease of review.~~

Page 2-10 §2.1.18 Requirement Matrices,:

ADD – Add two sentences to last paragraph (see below).

DMAS has posed some open-ended questions. In those instances, Offerors are to provide adequate information to allow DMAS to evaluate their proposals properly. If a question is followed

by “Describe the Approach” or “Provide a Plan”, the Offeror should limit the response to five (5) pages of 8.5” x 11” sheets of paper. **All questions should be answered in the order they are posed. Offerors are requested to copy the actual question, and question number, at the beginning of their responses in order to facilitate ease of review.**

Page 2-11 §2.2 Proposal Format, Table 2.2: Proposal Format, Pricing:

ADD – Offerors Small Business Subcontracting Plan shall be included within the Pricing section, CD-ROM No. 2 (see below).

2.	Pricing	Detailed pricing as specified in Section 4.4, 5.4, or 6.4. Submitted in a separate envelope a hard copy file and CD. Do not include any pricing data in any other section of the proposal. Offerors Small Business Subcontracting Plan shall also be included in this section.
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Page 2-15 §2.3 Offeror Profile, Supplier Small Business section, third paragraph, after last sentence:

ADD - Offerors Small Business Subcontracting Plan shall be included within the Pricing section, CD-ROM No. 2 as indicted in RFP Table 2.2

Page 4-75 §4.3.2.1 Claims Billing Units, first sentence, in parenthesis:

DELETE – Delete reference to section 4.3.2.4. (see below).

DMAS will pay the Contractor for all Fiscal Agent Services not covered below (4.3.2.2, 4.3.2.3, ~~and 4.3.2.4~~) that are performed in accordance with the Scope of Work and the requirements defined in Appendix E.I using rates established for Claims Billing Units (CBU).

Page 4-77 §4.3.2.2 Labor Rates:

CHANGE – Change all references of “Systems Development Group” to “MMIS Systems Group” in this section.

Page 4-80 §4.4.2 Total Price Instructions, first paragraph, first sentence:

DELETE – Delete reference to “MMIS Core Technology single” and “hosting” (see below).

Schedule A-1 is the ~~MMIS Core Technology single~~ total price ~~hosting~~ form that contains a rollup of total amounts from the appropriate detail schedules.

Page 4-80 §4.4.3 Takeover Phase Price Instructions, first paragraph, first sentence:

DELETE – Delete reference to “for MMIS Core Technology hosting” (see below).

The Schedules used in this section are as follows: Schedule B-1 Takeover Phase Price ~~for MMIS Core Technology hosting~~, and Schedule B-2 Disaster Recovery and Data Point Objectives Option Packaging.

Page 4-81 §4.4.4 Operational Phase Price Instructions, first paragraph:

DELETE – Delete reference to “for MMIS Core Technology Hosting” (see below).

The Schedules used in this section are: Schedule C-1 Price for Operations Phase ~~for MMIS Core Technology Hosting~~; Schedule D-1 Price for CBU Rates ~~for MMIS Core Technology Hosting~~, Schedule E-1 MMIS Systems Development Group Price; Schedule E-2 Production Support Group Price; Schedule E-3 DMAS Technology Applications Group Price, Schedule E-4 Business Operations Group Price; Schedule E-5 Software Quality Assurance Group Price, Schedule E-6 Business Operations Quality Assurance Group Price, and Schedule E-7 Training Staff Price.

Page 4-83 §4.4.6.1 Total Price Schedule: Schedule A-1

DELETE – Delete reference to “for MMIS Core Technology Hosting” (see below).

Schedule A-1: Total Price ~~for MMIS Core Technology Hosting~~

Page 4-84 §4.4.6.2 Takeover Phase Price Schedules: Schedule B-1

DELETE – Delete reference to “for MMIS Core Technology Hosting” (see below).

Schedule B-1: Takeover Phase Price ~~for MMIS Core Technology Hosting~~

Page 4-84 §4.4.6.2 Takeover Phase Price Schedules: Notes

CHANGE – Under Notes, change definition of Note 1 to read per the following:

Note 1: Section I must include all costs related to the MMIS Core **and FA** Technology **components** as well as all costs related to Mandatory Enhancements for the MMIS.

Page 4-86 §4.4.6.3 Total Price Schedule Operations Phase Price Schedules: Schedule C-1

DELETE – Delete reference to “for MMIS Core Technology Hosting” (see below).

Schedule C-1: Price for Operations Phase ~~for MMIS Core Technology Hosting~~

Page 4-87 §4.4.6.3 Total Price Schedule Operations Phase Price Schedules: Schedule D-1

DELETE – Delete reference to “for MMIS Core Technology Hosting”(see below).

Schedule D-1: Price for CBU Rates ~~for MMIS Core Technology Hosting~~

Appendix E.I, Page E.I-34, #157:

REPLACE - Replace the existing requirement with the newly stated requirement (see below).

157.	Does the Offeror agree to submit a Takeover approach plan with the proposal to include the following components: <ul style="list-style-type: none">○ An MS-Project work plan addressing the project phases and major		
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	<p>activities, use the project phases from Appendix C.1: Schedule A as the organizational structure,</p> <ul style="list-style-type: none"> ○ An approach toward resource staffing the project, ○ An approach to establishing a Contractor work location, ○ An approach to converting security profiles, ○ An approach to converting documentation, ○ An approach to migrating programs and data, and ○ An approach to testing? <p>The 5-page limit applies separately to each of the Takeover approach plan components.</p>		
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Appendix E.I, Page E.I-39, #189.1:

ADD – Add new requirement for 4.2.6.2 Staff Development, to be inserted between requirement #189 and #190(see below).

189.1	Does the Offeror agree to provide an overview of the company's staff development programs and opportunities? Please describe.		
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Appendix E.II, Page E.II-12, #12:

CHANGE – Delete reference to “hardcopy” from Operational Task and add “unless otherwise approved by DMAS” to the Performance Target (see below).

12	All hardcopy payment request transactions suspended to the contractor location for any reason must be paid or denied.	Response	≤ 30 days from original pend date unless otherwise approved by DMAS.	100%
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Appendix F.I, Page F.I-12, #58:

REPLACE: Replace the existing requirement with the newly stated requirement (see below).

58.	<p>Does the Offeror agree to submit a Takeover approach plan with the proposal to include the following components:</p> <ul style="list-style-type: none"> ○ An MS-Project work plan addressing the project phases and major activities, use the project phases from Appendix C.1: Schedule A as the organizational structure, ○ An approach toward resource staffing the project, ○ An approach to establishing a Contractor work location, ○ An approach to converting security profiles, ○ An approach to converting documentation, ○ An approach to migrating programs and data, and ○ An approach to testing? <p>The 5-page limit applies separately to each of the Takeover approach plan components.</p>		
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Appendix F.I, Page F.I-14, #74:

DELETE – Delete reference to “Describe the approach.” (see below).

74.	<p>Does the Offeror agree to assign a Turnover manager at the end of the contract to participate in weekly Turnover meetings and to do the following:</p> <ul style="list-style-type: none"> • Provide responses to questions from DMAS or its successive contractor in writing within two business days (Business Owner determined) of Turnover notification; and • Present written status reports detailing progress toward achieving milestones in the Turnover plan, identify Turnover risks and any corrective actions needed to keep tasks on schedule, and report on the updated work plan? <p>Describe the approach.</p>		
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Appendix F.I, Page F.I-14, #75:

DELETE – Delete reference to “Describe the approach.” (see below).

75.	<p>Does the Offeror agree that the Turnover manager assigned will be accountable for coordinating input from the Contractor's operational experts in order to meet DMAS' and its successor entity's training needs? Describe the approach.</p>		
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Appendix F.I, Page F.I-15, #76:

DELETE – Delete reference to “Describe the approach.” (see below).

76.	<p>Does the Offeror agree to develop and provide to DMAS the Turnover plan within thirty (30) days (Business Owner determined) after receipt of Turnover notification from DMAS of its intent to terminate the contract? The turnover plan must include the following components:</p> <ul style="list-style-type: none"> • Proposed approach to Turnover; • Tasks and subtasks for Turnover; • Milestones schedule for Turnover aligned with DMAS' milestones and plan; • Production program and documentation update procedures for the turnover phase; • A Turnover checklist to be submitted, following the Turnover of operations, that documents the completion and results of each step of the Turnover plan; and • A list of known risks and alert DMAS to subsequent risks as they are known? <p>Describe the approach.</p>		
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Appendix F.I, Page F.I-15, #77:

DELETE – Delete reference to “Please describe the approach and explain any negative

response.”(see below).

77.	Does the Offeror agree, when requested by DMAS, to transfer on DMAS-approved electronic media all Turnover components required to operate the system—including but not limited to source code; JCL; data; updated computer programs; all system, user, and operations documentation; and records—to DMAS or its successor contractor or entity; to provide all electronic media used to transfer data and for all shipping charges; and to provide the electronic media using industry-standard DMAS designated utilities to copy? Please describe the approach and explain any negative response.		
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Appendix F.I, Page F.I-16, #88.1:

ADD – Add new section number and requirement for 5.2.5 Staff Development, to be inserted between requirement #88 and #89 (see below)

	5.2.5 Staff Development	Yes/No/ Future	
88.1	Does the Offeror agree to provide an overview of the company’s staff development programs and opportunities? Please describe.		

Appendix G.I, Page G.I-9, #77:

REPLACE - Replace the existing requirement with the newly stated requirement. (see below).

77.	Does the Offeror agree to submit a Takeover approach plan with the proposal to include the following components: <ul style="list-style-type: none"> ○ An MS-Project work plan addressing the project phases and major activities, use the project phases from Appendix C.1: Schedule A as the organizational structure, ○ An approach toward resource staffing the project, ○ An approach to establishing a Contractor work location, ○ An approach to converting security profiles, ○ An approach to converting documentation, ○ An approach to migrating programs and data, and ○ An approach to testing? <p>The 5-page limit applies separately to each of the Takeover approach plan components.</p>		
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Appendix G.I, Page G.I-11, #92:

DELETE – Delete reference to “Describe the approach.” (see below).

92.	Does the Offeror agree to assign a Turnover manager at the end of the contract to participate in weekly Turnover meetings and to do the following:		
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	<ul style="list-style-type: none"> • Provide responses to questions from DMAS or its successive contractor in writing within two business days (Business Owner determined) of Turnover notification; and • Present written status reports detailing progress toward achieving milestones in the Turnover plan, identify Turnover risks and any corrective actions needed to keep tasks on schedule, and report on the updated work plan? <p>-Describe the approach</p>		
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Appendix G.I, Page G.I-11, #93:

DELETE – Delete reference to “Describe the approach.”(see below).

93.	Does the Offeror agree that the assigned Turnover manager will be accountable for coordinating input from the Offeror's operational experts in order to meet DMAS' and its successor entity's training needs? Describe the approach.		
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Appendix G.I, Page G.I-11, #94:

DELETE – Delete reference to “Please explain any negative response and describe the approach.” (see below).

94.	<p>Does the Offeror agree to develop and provide to DMAS the Turnover plan within thirty (30) days after receipt of Turnover notification from DMAS of its intent to terminate the contract that includes the following components:</p> <ul style="list-style-type: none"> • Proposed approach to Turnover; • Tasks and subtasks for Turnover; • Milestones schedule for Turnover aligned with DMAS' milestones and plan; • Production program and documentation update procedures for the turnover phase; • A Turnover checklist to be submitted, following the Turnover of operations, that documents the completion and results of each step of the Turnover plan; and • A list of known risks and alert DMAS to subsequent risks as they are known? <p>Please explain any negative response and describe the approach.</p>		
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Appendix G.I, Page G.I-12, #95:

DELETE – Delete reference to “Please explain any negative response and describe the approach.” (see below).

95.	Does the Offeror agree, when requested by DMAS, to transfer on DMAS-approved electronic media all Turnover components required to operate the system—including but not limited to source code; JCL; data; updated computer programs; all system, user, and operations documentation; and records—to DMAS or its successor contractor or entity; to provide all electronic media used to transfer data and for all shipping charges; and to provide the electronic media using industry-standard DMAS designated		
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	utilities to copy?		
	Please explain any negative response and describe the approach.		

See Attachment 1 for list of additional questions posed by Offerors and the Department of Medical Assistance Services response.

Please Note: Some questions may take additional time in order to generate an adequate response. If you do not see a response to a question you have submitted, please monitor the DMAS and eVA website for future addendums.

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

Christopher M. Banaszak
DMAS Contract Manager

Name of Firm: _____

Signature and Title: _____

Date: _____

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
103	General	To take advantage of existing infrastructure, can the Contractor mail other correspondence to providers and recipients from a location other than Richmond, VA?	Yes
104	2.1.10 (p. 2-4)	RFP Section 2.1.18 on p 2-9 asks offerors to "...copy the actual question and question number at the beginning of their responses" May the RFP question be in a smaller font (such as 10 point Arial) to stand out from the Offeror's response which will be in 12-point font?	No. It must be in 12-point font. When answering in the matrix, the question does not need to be restated. For longer responses appended to the back of the matrix, the font may be bolded or italicized to differentiate the question from the response.
105	2.1.10 (p. 2-4)	RFP Section 2.1.10 requires a 12-point font. May graphics and tables contain smaller font, such as 10-point Arial?	See response to question 31 in Addendum 2.
106	2.1.14 , ii (p. 2-7)	<p>Reference: To the extent to which the Offeror's proposal meets the requirements identified in Sections 2, 4 and Appendices A, C, and E or ...</p> <p>Question: In 2.1.14 Evaluation Factors, Appendix C is listed as a factor, yet Table 2.2 Proposal Format (page 2-11) refers to a "takeover approach plan" without specifically citing Appendix C or a detailed project plan.</p> <p>Does DMAS expect Offerors to submit a detailed project plan or a high level approach to takeover with the proposal?</p> <p>Appendix C describes the components/schedules that comprise the life cycle of a project plan. Which components, if any, must be submitted with the proposal? Where should those components be placed within the structure of the proposal?</p>	<p>Appendix C is not part of the proposal response. The deliverables will be developed during the takeover and turnover phases of the project.</p> <p>The requirements E.I #157, F.I #58, and G.I #77 define the components of the Takeover Approach Plan that must be included in the proposal.</p> <p>The project plan is to be high level.</p> <p>The takeover approach plan response should be included in the Detailed Description of Proposed Solution(s) section of Table 2.2: Proposal Format.</p>

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
107	2.1.14 (p. 2-7)	<p>In 2.1.14 Evaluation Factors, Appendix C is listed as a factor, yet Table 2.2 Proposal Format (page 2-11) refers to a "takeover approach plan" without specifically citing Appendix C or a detailed project plan.</p> <p>Does DMAS expect offerors to submit a detailed project plan or a high-level approach to takeover with the proposal?</p> <p>Appendix C describes the components/schedules that comprise the life cycle of a project plan. Which components, if any, must be submitted with the proposal? Where should those components be placed within the structure of the proposal?</p>	See response to Question # 106
108	2.2 (p. 2-11)	<p>Reference: Table 2.2 Proposal Format, Detailed Description of Proposed Solutions</p> <p>Question: The Detailed Description of Proposed Solutions Contents/Deliverables description contains a high-level summary of topics to include in the proposal without providing a specific structure to follow for consistency across offerors. To ensure consistency and ease of evaluation, please provide a detailed structure for this section of the proposal similar to that provided for Offeror Profile.</p>	<p>Table 2.2 Proposal Format, Detailed Description of Proposed Solution(s) include:</p> <ol style="list-style-type: none"> 1. Response to the requirements for Appendix E.I, F.I, or G.I 2. Takeover Approach Plan 3. Any comments in the form of a redlined markup of Service Level Agreements Appendix E.II, F.II, or G.II.
109	3 (p. 3 -1)	Understanding that there are Fiscal Agent, Provider Enrollment, as well as Drug Rebate responses expected, is the hosting of those core applications anticipated as part of the response?	Yes
110	3.4.1 (p. 3-4)	What is the mainframe monthly DASD utilization in GBs?	Online storage utilized by the Virginia account is detailed in Appendix D.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
111	3.4.1 (p. 3-4)	Are any tapes shipped to other locations? If so, how many per month? Where are they shipped?	Yes. Refer to Appendix D 1.1.3.1 Batch/Tape Interfaces. Additional details on individual files are in the DSDs located in the Reference Library. Shipping addresses will be provided as part of Takeover.
112	3.4.1 (p. 3-4)	Will DMAS please provide a list of all the system and application software and utilities, with versions, in use in the mainframe environment?	Refer to Appendix D for software inventories and versions.
113	3.4.1 (p. 3-4)	What is the expected growth or reduction in the mainframe MIPS, tape, and DASD by year?	Forecasts should be based on Appendix D (Technical Architecture), Appendix E.III (Fiscal Agent Services Statistics), and 4.1.5.2, Risk Management.
114	4.1.1.4 (p. 4-8)	What are the DMAS “normal business hours” so that we may appropriately staff to answer the call during the non-business hours? What is the current volume of weekly or monthly calls for non-business hours that are not PA-related? Do these “normal business hours” apply to all business units?	Appendix B defines DMAS Normal Business Hours, which apply to all business units except the DMAS Help Desk. The DMAS Help Desk normal business hours are 8:30am-4:30pm Monday through Friday, except for State holidays. Since we do not currently answer calls after normal business hours there are no statistics
115	4.1.2 (p. 4-26) Appendix E.I (p. E.I-14-21)	Specific questions regarding performing required services is stated for all subsystems listed in the SOW except for the following: Provider Subsystem (4.1.2.3) Third Party Liability Subsystem (4.1.2.10) Management & Administration Subsystem (4.1.2.11) Surveillance & Utilization Review Subsystem (4.1.2.12) Early Periodic Screening, Diagnosis & Treatment Subsystem (4.1.2.14) Automated Mailing Subsystem (4.1.2.15) SAS Applications (4.1.2.18) Please advise as to how the services for these systems are to be addressed in the RFP response.	Requirement #72 on pages E.I-14–E.I-16 addresses ALL subsystems; therefore, each subsystem listed in the vendor's statement is addressed. Questions 73–83 are in addition to question 72 for specific subsystems.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
116	4.1.4 (p. 4-39)	Section 4.1.4, Documentation Management, states: "Contractor Requirements are described in Appendix A.I." However, we do not find ECM requirements in the RFP beyond those in 4.1.4 itself. Are there more ECM functional requirements beyond those in 4.1.4?	See response to question 59 in Addendum 2. Requirements are in Appendix E.I numbers 105 – 107.
117	4.1.5.1 (p. 4-41)	Regarding "DMAS policies," please identify and define these policies, or provide documentation of the relevant policies.	DMAS security policies can be found on the DMAS website under the Reference Library for RFP 2008-02. The following is the direct link: http://www.dmas.virginia.gov/ab-rfp_fisc_sec.htm
118	4.1.7.2 (p. 4-50)	Section 4.1.7.2 provides a description of the required enhancement: DMAS Medicaid Web Portal. Will DMAS be providing functional requirements for this enhancement beyond those to be gleaned from within 4.1.7.2?	See Appendix E.I requirements 140 – 148.
119	Section 4 Table 4.2.2 (p. 4-60)	This table describes the key staff positions and shows their relationships in the form of an organization chart. Should we assume that DMAS requires and expects this organizational structure? Can the Offeror modify this organizational chart as long as we maintain the responsibilities and tasks of all of the key staff positions? If so, please describe any specific requirements beyond maintaining each key position's responsibilities and the tasks DMAS expects if we change the organization chart as presented.	Yes. DMAS requires the organizational structure for Key Staff as depicted in Section 4.2.2, Figure 4.2.2, of the RFP. No modifications to the organizational chart will be accepted.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
120	4.2.1 4.2.5 4.2.5.1 (p. 4-68)	In RFP Section 4.2.5, it is stated: "Offerors will be required to propose staff in two major areas. (1) Fiscal Agent Services Systems Group; and (2) Business Operations Group." And in RFP Section 4.2.5.1, it is stated: "Staffing for the Systems Group is comprised of three areas: (1) MMIS Systems Development Group, (2) Production Support Group, and (3) DMAS Technology Applications Group." Is it correct that the "Systems Development Manager" referenced in RFP Figure 4.2.2 and elsewhere in the RFP is the leader of the entire Fiscal Agent Services Systems Group and not just the MMIS Systems Development Group contained within it?	Yes, that is correct.
121	4.2.5.1 (p. 4-68) 4.3.2.2 (p. 4-77)	RFP Section 4.2.5.1 states: "Staffing for the Systems Group is comprised of three areas: (1) MMIS Systems Development Group, (2) Production Support Group, and (3) DMAS Technology Applications Group." And RFP Section 4.3.2.2 states: "Payment for the MMIS Systems Development Group and the Software Quality Assurance Group will be calculated based on the number of staff in each position multiplied by the hourly rate for the position." Does DMAS mean to limit the effect of the cited sentence in RFP Section 4.3.2.2 to the MMIS Systems Development Group within the Fiscal Agent Services Systems Group, or does it apply to the entire Fiscal Agent Services Systems Group including all its three components: MMIS Systems Development Group, Production Support Group, and DMAS Technology Applications Group	It applies to all three components of the Systems Group.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
122	4.2.5 (p. 4-68) 4.3.2 (p. 4-75) 4.4.4 (p. 4-81)	RFP Section 4.2.5 states: "Offerors will be required to propose staff in two major areas. (1) Fiscal Agent Services Systems Group; and (2) Business Operations Group." Also in 4.2.5, DMAS describes the staffing for Quality Assurance. Where in the offeror's FAS Operations Phase cost proposal does DMAS expect the offeror to include its costs for the Pharmacy Clinical Manager and staff?	Included in CBU rates.
123	4.2.5 (p. 4-68) 4.3.2 (p. 4-75) 4.4.4 (p. 4-81)	Where in the Offeror's FAS Operations Phase cost proposal does DMAS expect the offeror to include its operational costs for EDI?	Included in CBU rates.
124	4.2.5 (p. 4-68) 4.4.4 (p. 4-82)	In Section 4.2.5 the RFP states: "In the Cost Proposals (see Section 4.4), Offerors will be required to provide hourly rates for all proposed staff, with the exception of the Key Staff required in Section 4.2.1 of this RFP." A similar statement is a part of RFP Section 4.4.4. Where are the vendor's fees for each key staff individual (eight key individuals are indicated in Section 4.2 of the RFP) to be reflected in the vendor's Operations Phase Price Schedules?	Included in CBU rates.
125	4.3.2.1 (p. 4-75)	RFP Section 4.3.2.1 states: "DMAS will pay the Contractor for all Fiscal Agent Services not covered below (4.3.2.2, 4.3.2.3, and 4.3.2.4) that are performed in accordance..." However, there is no RFP Section 4.3.2.4. Is the error that a reference to 4.3.2.4 was included; or has 4.3.2.4 been removed inadvertently?	Section 4.3.2.4 reference was in error and is removed from RFP.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
126	4.3.2.2 (p. 4-77)	<p>RFP Section 4.3.2.2 states: "The Contractor will submit monthly invoices with supporting documentation for the actual reimbursable hours expended each month by Systems Development Group and Software Quality Assurance Group staff." We just are making sure. This is how ALL authorized hours of these two groups will be billed and paid; not just authorized hours over and above set limits. Is this correct?</p> <p>If so, then is it correct that all efforts of the Systems Development Group, Production Support Group, DMAS Technology Applications Group and the Software Quality Assurance Group will be billed on a monthly basis based on the number of hours expended in each position multiplied by the hourly rates for the positions?</p>	<p>It is correct that this is how all authorized hours will be billed and paid, not just authorized hours over and above set limits.</p> <p>It is correct that all efforts of the Systems Development Group, Production Support Group, DMAS Technology Applications Group and the Software Quality Assurance Group will be billed on a monthly basis based on the number of hours expended in each position multiplied by the hourly rates for the positions.</p> <p>See response to Question # 121</p>
127	4.4.6 (p. 4-83, 4-86, 4-87)	Three price schedules in RFP Section 4.4.6 include in the Schedule Titles the words "for MMIS Core Technology Hosting" where it would seem these words do not comprehensively describe the required contents for the schedules. These schedules are: A-1 (page 4-83), C-1 (page 4-86), and D-1 (page 4-87). We are just making sure. These three schedules require data that is more than or different than MMIS Core Technology Hosting, correct?	Correct. The titles are misleading, MMIS Core Technology Hosting is removed.
128	5.2.1 (p. 5-18)	Please confirm that the Quality Assurance and Training Specialist position for Provider Enrollment Services is the same as the Business Quality Assurance Manager for Fiscal Agent Services.	The positions listed in 4.2.3.5 and 5.2.1.1.3 are independent; however, they must be consolidated into one position in the event the Offeror is awarded both the Fiscal Agent Services and Provider Enrollment Service contracts.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
129	Appendix C	Please confirm that ALL plan documents are not part of the proposal submission date, but are due at a later date after contract award, with the exception of Appendix C.I: Detailed Project Plan, Section 1. Executive Summary, Section 2. Approach, and Section 3. Project Major Milestones Schedule. This 3 sections should be include with the proposal response submission.	See response to Question # 106
130	Appendix C	Where in the proposal response document should Offerors provide the "Detailed Project Plan?	See response to Question # 106
131	Appendix C.I - C.XV	Reference: Appendix C, Takeover / Turnover Question: Does Exhibit C contain information for Offerors -- describing the elements that will be expected in a project plan -- or does it identify components that must be submitted with the proposal? Please clarify which parts, if any, Offerors must submit with the proposal.	See response to Question # 106
132	Appendix D 1.1.6 (p. D -13)	D.1.1.6 states, "It should be noted that any additional web applications that are made available to providers prior to Takeover, such as web-based claims submission, will be available and accessed from this portal." Does the specific mention of a web-based submission application imply that this is currently under development? Please describe all additional web applications under development or that will be available prior to takeover.	It is likely that a web-based claims application will be available prior to takeover. No additional web applications are anticipated at this time.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
133	Appendix E.I #1 (p. E.I-1)	The requirement says “establish and follow procedures” for claim processing. Please clarify that rather than “establishing” or “creating” that the Contractor will be given access and may “update” and “improve” the current procedures and documentation.	The requirement is to establish procedures. The current procedures are available on the DMAS website under the Reference Library for RFP 2008-02.
134	Appendix E.I #5 (p. E.I-2)	What is the current rate of accuracy pertaining to question 5?	This question has no bearing on the RFP.
135	Appendix E.I #6 (p. E.I-2)	What is the current Electronic Claim Submission (ECS) rate for all claim types?	The ECS volume for all claim types is in Section 7 – Appendix, E.III.
136	Appendix E.I #6 (p. E.I-2)	What is current electronic submission percentage for claims?	Claim volumes can be found in Section 7 – Appendix, E.III.
137	Appendix E.I #10 (p. E.I-3)	Reference: Req #10: Review pend resolution management reports and take necessary corrective action to meet DMAS standards Question: What are the DMAS standards referred to here?	See SLA Section E.II Table E-7 # 12, which has been modified by this addendum.
138	Appendix E.I #16 (p. E.I-6)	Question 16 states, "Does the Offeror agree to perform the distribution of weekly MMIS remittance advice (Paper or Electronic) and payment(s) (check or EFT) to providers and payees according to deadlines established by DMAS? Describe the approach." To take advantage of existing infrastructure, can the Contractor mail MMIS paper remittance advice(s) and payment checks from a location other than Richmond, VA?	Yes

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RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
139	Appendix E.I #33 (p. E.I-9)	If FDB is unwilling to allow direct communication with a representative, will coordinating the call to allow the Commonwealth team to discuss the matter suffice?	No. This is not sufficient. The FA must advise FDB in writing that an assigned DMAS representative can make inquiries directly on behalf of the contract.
140	Appendix E.I #20 (p. E.I-7)	Question 20 states, "Does the Offeror agree to issue ID cards to the enrollees based on the following established mailing criteria..." To take advantage of existing infrastructure, can the Contractor mail ID Cards from a location other than Richmond, VA?	Yes
141	Appendix E.I #72 (p. E.I-14)	How many manual data entries are performed in a given processing cycle?	DMAS presumes this refers to the 9th bullet referencing updating system parameters, etc. While DMAS does not have specific data as to the number of updated fields or transactions, there were 91 Maintenance Service Requests in the preceding 12 months.
142	Appendix E.I #74 (p. E.I-16)	What address verification software does the current fiscal agent use?	It is DMAS' expectation the Offeror will describe their approach to this requirement.
143	Appendix E.I #75 (p. E.I-16)	What is the current volume/time frame for the following task: "Perform manual data entry to update service and benefit information from DMAS worksheets or by DMAS request"?	These updates are performed under Maintenance Service Requests discussed under Question #141. In the preceding 12 months there were 29 Recipient-related Maintenance Service Requests.
144	Appendix E.I #75 (p. E.I-16)	In addition to the 271 and 271U EDI transactions, define the eligibility and enrollment report files for the Recipient and who receives the files from the FA?	Refer to Appendix D Section 1.1.3.1. Additional details are available on the DMAS website under the Reference Library for RFP 2008-02.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
145	Appendix E.I #157 (p. E.I-34)	Reference: Req #157. Does the Offeror agree to submit a Takeover approach plan with the proposal to include an MS-Project work plan addressing the project phases and major activities, ... Question: Is the MS-Project work plan limited to 5 pages as are responses to other open-ended questions per RFP 2.1.18, p 2-10?	The 5-page limit applies separately to each of the takeover approach plan components. See amended requirement #157.
146	Appendix E.I #157 (p. E.I-34)	Reference: Req #157. Does the Offeror agree to submit a Takeover approach plan with the proposal to include an MS-Project work plan addressing the project phases and major activities, ... Question: For evaluation purposes, may the MS-Project work plan appear under a separate tab separate from the requirements matrices response? If so, where specifically in the proposal structure should this be placed?	See response to Question # 106
147	Appendix E.I # 169, 170, 171 (p. E.I - 35, 36) Appendix F.I # 74, 75, 76 (p. F.I - 14-16)	These three requirements are similar in wording for both the PES and FAS RFP. However, for PES the question requests the Offeror to describe approach. For FAS, there is no request to describe the approach. Please clarify if this approach is required for PES, but not for FAS.	Requirements E.I #169, #170, and #171 are correct. "Describe the approach" is removed from Appendix F.I # 74, 75 and 76.

Attachment 1
RFP 2008-02, Addendum 3
Questions and Responses

Question #	RFP Cite	Vendor Question	DMAS Response
148	Appendix E.II #22 (p. E.II-13)	Reference: Req #22: Provide hardcopy payment information ≤ 2 working days or upon DMAS request. Question: Currently DMAS provides RA copies to providers. Will Offerors provide RA copies to Providers in the new contract?	DMAS will continue to be the primary contact to provide copies of remittance advices to providers; however, in rare cases when DMAS does not have access to RA documentation, the Contractor will be required to provide this on an ad hoc basis to DMAS.
149	Appendix F.I #12 (p. F.I-3)	Reference: Req #12: Does the Offeror agree to perform the following reimbursement rate functions: Question: What Provider Types are included in this requirement?	Current provider types included in this requirement are Rural Health Clinics, Federally Qualified Health Centers, Nursing Homes, Rehabilitation Agencies, School Divisions, Intermediate Care Facilities for the Mentally Retarded and Hospitals.
150	Appendix F.I # 87-88 (p. F.I-16)	In this Appendix, the numbering jumps from Section 5.2.4, Ad Hoc Staffing Requests to Section 5.2.6, Contract Staffing and Location. Are there missing requirements?	Yes. See the addendum for new requirement 88.1 (Appendix F.I).
151	Appendix G.I #35 (p. G.I-4)	Does the state of Virginia have providers that fill some claims from a 340b inventory and others from a non-340b inventory? Can you confirm that with the implementation of NPI it is now necessary to collect 340b status at the claim level?	If a provider has a 340b status, Virginia includes all drugs dispensed by that provider as under the 340b pricing program. Virginia does not collect 340b status at the claim level.
152	Appendix G.I #45 (p. G.I-5)	Please specify what is meant by separate invoices. Is it acceptable to have a section of the invoice that shows amounts overdue?	Yes